

## **LESLIE ANN VARELA**

Hayward, California

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### **DIRECTOR OF OPERATIONS | ENTERPRISE SERVICE DELIVERY | REVENUE GOVERNANCE**

Enterprise operations leader with 10+ years of progressive responsibility supporting \$109M+ annual billing environments within billion-dollar global manufacturing and logistics organizations. Proven ability to accelerate revenue cycles, institutionalize workflow governance, and align cross-functional execution across finance, supply chain, engineering, field operations, and executive leadership.

Supported 85+ delivery drivers and 20+ field technicians while coordinating with domestic and international stakeholders. Recognized for influencing multi-site process redesign adopted across six U.S. service centers and contributing to the highest-performing Western region service operation by sales.

Founder of Legacy Line Operations, advising growth-stage organizations on scalable operational infrastructure and accountability systems.

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### **EXECUTIVE STRENGTHS**

- Operational Infrastructure & Governance
  - Revenue Cycle Acceleration
  - Enterprise Workflow Architecture
  - Multi-Site Process Standardization
  - Cross-Functional Global Alignment
  - Performance Reporting & KPI Development
  - Process Adoption & Team Enablement
  - ERP Systems Leadership (SAP, Salesforce)
  - Continuous Improvement Application
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### **PROFESSIONAL EXPERIENCE**

#### **Founder & Principal Consultant**

#### **Legacy Line Operations | September 2025 – Present**

Founded a strategic operations consultancy focused on scalable service infrastructure and governance alignment.

- Designed The Legacy Line Clarity Framework™, an operational maturity and accountability architecture model.
  - Conduct operational diagnostics tied to throughput, billing velocity, and financial visibility.
  - Develop KPI dashboards and reporting structures for leadership clarity.
  - Provide structured implementation oversight to ensure measurable adoption and sustained performance.
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#### **Service Operations Leader**

#### **Comfort Dynamics, Inc. | 2024 – 2025**

Directed high-volume HVAC service operations and revenue cycle coordination.

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- Reduced billing cycle time by 60% (10 days to 4 days), accelerating cash flow stability.
  - Implemented digital job creation workflows reducing documentation errors by 40%.
  - Standardized cost segmentation across project and T&M models improving margin transparency.
  - Trained internal teams on revised billing and workflow procedures to ensure adoption.
  - Supported operational continuity during peak demand and service escalation periods.
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### **Enterprise Service Operations Strategist**

#### **Grundfos CBS | 2021 – 2024**

Operated within a billion-dollar global manufacturing organization supporting the highest-performing Western U.S. service center by sales.

- Reduced job creation cycle from 16 days to under 24 hours across six U.S. service centers.
  - Improved RMA response time by 75% (12 days to under 48 hours).
  - Partnered cross-functionally with global stakeholders across service, finance, supply chain, and engineering divisions.
  - Influenced governance controls and billing validation processes adopted beyond local site.
  - Supported \$109M+ annual billing operations ensuring financial accuracy and reporting integrity.
  - Developed recurring performance reports used by leadership for operational visibility.
  - Provided operational support during escalation events and process breakdown scenarios.
  - Nominated for Tradeswoman of the Year (2023).
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### **Operations Leadership Progression**

#### **R.F. MacDonald Co. | Service Administrator**

Owned month-end reporting, open job reconciliation, and billing controls supporting \$109M revenue milestone.

#### **FedEx Ground | Operations Administrator II**

Supported 85+ delivery drivers; eliminated 500+ daily duplicate dispatch entries reclaiming 2 operational hours per shift.

#### **CFR AutoDirect | Terminal Lead (Promoted)**

Led regional dispatch coordination; authored SOPs standardizing billing and logistics workflows across multi-region teams.

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### **EDUCATION**

Bachelor of Arts, Organizational Leadership

Project Management Focus

Arizona State University | Expected: December, 2026 | GPA 3.66

Associate of Science, Liberal Arts, Honors